

July 23, 2026

The Listing Department
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Fort, Mumbai 400 001
Scrip Code: 543427

The Listing Department
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai – 400 051
Symbol: MEDPLUS

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report for the Financial Year 2025-26.

Pursuant to Regulation 34(2)(f) and other applicable provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclosed herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2025-26, which also forms part of the Annual Report of the Company for the Financial Year 2025-26.

The same will be available on the website of the Company at www.medplusindia.com and also on the websites of BSE Limited and National Stock Exchange of India Ltd. viz. www.bseindia.com and www.nseindia.com respectively.

You are requested to kindly take note of the same.

Thanking You
Yours faithfully

For MedPlus Health Services Limited

Shrenik Soni
Company Secretary & Compliance Officer
(M. No. F12400)

Enclosed: a/a



Annexure II

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

(Business Responsibility and Sustainability Reporting (BRSR) is the practice of companies disclosing information about their environmental, social, and governance (ESG) performance. It goes beyond financial reporting to provide stakeholders with a comprehensive view of a company's non-financial impacts and contributions to sustainable development. BRSR covers topics such as environmental impact, social responsibility, and governance practices, aiming to promote transparency and accountability.)

SECTION A: GENERAL DISCLOSURES

1. Details of the listed entity

Sr. No.	Particulars	FY 2025-2026
1	Corporate Identity Number (CIN) of the Listed Entity	L85110TG2006PLC051845
2	Name of the Listed Entity	MedPlus Health Services Limited
3	Year of incorporation	30/11/2006
4	Registered office address	H. No: 11-6-56, Survey No: 257 & 258/1 Opp: IDPL Railway Siding Road, Moosapet, Kukatpally Hyderabad TG 500037 IN Railway Siding Road, Moosapet, Kukatpally Hyderabad, TG 500037 IN
5	Corporate address	H. No: 11-6-56, Survey No: 257 & 258/1 Opp: IDPL Railway Siding Road, Moosapet, Kukatpally Hyderabad TG 500037 IN Railway Siding Road, Moosapet, Kukatpally Hyderabad, TG 500037 IN
6	E-mail	cs@medplusindia.com
7	Telephone	040-62746274
8	Website	http://www.medplusindia.com/
9	Financial year for which reporting is being done	1st April 2025 to 31st March 2026
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Ltd
11	Paid-up Capital	240.11 million
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Manoj Kumar Srivastava manoj.srivastava@medplusindia.com 040 -62746274
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis*
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

*MedPlus Health Services Limited (MHSL' or 'MedPlus), being a retail pharmacy Company, has various retail outlets and other operations under Optival Health Solutions Private Limited (OHSPL or Optival). As ~ 90% of the operations are carried out through OHSPL, it has been included in the reporting boundary.

ii. Products/services

16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Hospital and Medical Care	Pharmaceutical products, Medical and orthopedic goods	98.10%
2	Hospital and Medical Care	Diagnostic-imaging services	1.90%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover Contributed
1	Retail Trade services: Pharmaceutical products, Medical and orthopedic goods	47721	98.10%
2	Other human health services: Diagnostic-imaging services	86905	1.90%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	5	5709	5714
International	0	0	0

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	14
International (No. of Countries)	0
b. What is the contribution of exports as a percentage of the total turnover of the entity?	0

c. A brief on types of customers

As one of India's largest retail pharmacy chains, MedPlus serves enduse consumers of pharmaceutical and fastmoving consumer goods (FMCG). Customers may reach us through our wide network of physical stores or via our omnichannel platform.

We offer a broad range of products, including:

- Pharmaceutical and wellness items- prescription medicines, overthecounter drugs, vitamins, medical devices, and diagnostic test kits.
- Fastmoving consumer goods (FMCG)-personal and home care products such as toiletries, baby care items, soaps, detergents, and sanitizers.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male No. (B)	% (B / A)	Female No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	27,686	18,893	68.24%	8,793	31.76%
2	Other than Permanent (E)	NA	NA	NA	NA	NA
3	Total employees (D + E)	27,686	18,893	68.24%	8,793	31.76%
WORKERS						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total workers (F + G)	NA	NA	NA	NA	NA

Note: The Company does not have other than permanent employees; therefore, they are not applicable for this reporting period.

**b. Differently abled Employees and workers:**

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	0	0	0%	0	0%
2	Other than Permanent (E)	0	0	0%	0	0%
3	Total differently abled employees (D + E)	0	0	0%	0	0%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (E)	NA	NA	NA	NA	NA
6	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

Note: The Company does not have any differently abled employees as of 2026, and no workers are associated with the company; therefore, not applicable.

21. Participation/Inclusion/Representation of women

Particular	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel	4	0	0%

Note: Total KMP includes the Managing Director and Whole-Time Director

Turnover rate for permanent employees and workers

Particular	FY 2025-26			FY 2024-25			FY 2023-24		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	42.29%	42.95%	42.50%	40.56%	45.47%	42.09%	45.39%	45.98%	45.69%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: The Company does not have permanent workers; therefore, disclosures related to workers are not applicable.

V. Holding, Subsidiary and Associate Companies (including joint ventures)**22. (a) Names of holding / subsidiary / associate companies / joint ventures**

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business responsibility initiatives of the listed entity? (Yes/No)
1	Optival Health Solutions Private Limited (OHSPL)	Subsidiary Company	99.99%	Yes
2	Wynclark Pharmaceuticals Private Limited (WPPL)		100%	No
3	Nova Sud Pharmaceuticals Private Limited (NPPL)		100%	No
4	Sai Sridhar Pharma Private Limited (SSPPL)		100%	No
5	Venkata Krishna Enterprises Private Limited (VKEPL)		100%	No
6	Deccan Medisales Private Limited (DMPL)		100%	No
7	Shri Banashankari Pharma Private Limited (SBPPL)		100%	No
8	Sidson Pharma Distributors Private Limited (SPDPL)		100%	No
9	Kalyani Meditimes Private Limited (KMT)		88.04%	No
10	Clearancekart Private Limited		100%	No
11	MedPlus Insurance Brokers Private Limited (MIBPL)		100%	No

V. CSR Details**23. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)**

Yes

a. Turnover (in Million)	8,713.32
b. Net worth (in Million)	13,161.13

Note: This represents Medplus's standalone turnover and net worth

VI. Transparency and Disclosures Compliances

24. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) *	FY 2025-26			FY 2024-25		
		Current Financial Year			Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	0	0	-
Investors (other than shareholders)	Yes	0	0	-	0	0	-
Shareholders	Yes	0	0	-	0	0	-
Employees and workers*	Yes	56	0	-	0	0	-
Customers	Yes	22,983	0	-	18,306	0	-
Value Chain Partners	Yes	0	0	-	0	0	-
Other (please specify)	Yes	0	0	-	0	0	-

* Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)

Stakeholder group from whom complaint is received	Web Link for Grievance Policy
Communities	
Investors (other than shareholders)	MedPlus publishes its policies on the Company's website under the 'Investors' section, accessible through the Corporate Governance page: https://www.medplusindia.com/corporate.jsp
Shareholders	
Employees and workers	
Customers	Additionally, several internal policies are available to employees through the Company's intranet
Value Chain Partners	
Other (please specify)	

25. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Patient Health Outcomes	O	MedPlus, a leading pharmaceutical retailer, serves millions of customers across its nationwide locations. The Company promotes medication adherence, improving health outcomes and empowering patients to manage their wellbeing.	The Company ensures access to authentic medications through its extensive network and online presence, committed to making healthcare and products affordable	Positive



Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Corporate Governance	O	Operating with transparency and integrity enables the company to achieve its long-term financial and strategic goals. Evaluation focuses on key governance areas, including ownership and control, board compensation, accounting practices, business ethics, and tax transparency.	The Company's Board is independent, diverse, and experienced across various industries, including retail. It follows robust governance protocols, such as risk management, related party transactions, a whistleblower policy, and a dividend distribution policy, all of which are accessible on the Company's website.	Positive
3	Data Protection & Privacy	R	Protecting personal and health information is crucial for an omnichannel healthcare pharmaceutical retailer. As a pharma retailer, companies collect personal data from various sources, making it essential to prioritize the privacy and security of patient and customer information.	The company safeguards its data from external threats by implementing strong firewalls and regularly inspecting its internal IT systems to prevent data loss sources, making it essential to prioritize the privacy and security of patient and customer information.	Negative
4	Access to affordable and quality healthcare	O	Improving healthcare access is crucial to addressing public health challenges. With a focus on affordability and employee safety, MedPlus, as one of the nation's largest retail chains, is well-positioned to enhance healthcare access and affordability.	The Company constantly strives to provide quality medicines at affordable prices to its customers by expanding its network and building efficiencies in supply chain.	Positive
5	Employee health, safety and wellbeing	O	MedPlus prioritizes the safety, health, and well-being of its employees. By focusing on workforce welfare, the company boosts morale and reduces onboarding costs.	The company is continuously striving to offer a safe workplace for all of its employees, and it has policies in place such as POSH, equal opportunity, disciplinary action, leave, whistleblower policy, etc.	Positive
6	Product Safety & Quality	R	Maintaining rigorous safety in both our products and pharmacy dispensing is essential to uphold the quality and reputation of our pharmaceutical and healthcare offerings. But dealing in retail medicine chain, there is a potential risk of any of the sold products do not consistently meet the highest safety standards.	The Company primarily sources its products from pharmaceutical manufacturers or authorized wholesalers, ensuring customers receive authentic medicines. Additionally, products sold under the Company's label are manufactured by reputable companies with strong quality control systems.	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Responsible Marketing	R	Responsible marketing involves avoiding misleading claims and exaggerated promises, especially in an industry where many rely on over-the-counter medicines. There is a risk of damaging our reputation and losing customer trust if marketing practices are misleading or deceptive, especially with the company's widespread presence through multiple stores across the country.	The company maintains transparent communication with its consumers and adheres to all regulatory requirements. The company has a strong process in place to screen all marketing materials internally and continuously monitors consumer feedback.	Negative
8	Responsible and ethical supply chains	R	Retail pharmacies must ensure products are sourced through a licensed, lawful supply chain, with systems in place to secure uninterrupted medication dispensing. Sustainable supply chain practices help identify potential risks and sustainability concerns. Failing to do so could result in supply disruptions and regulatory non-compliance	The Company sources drugs directly from manufacturers or wholesalers, minimizing the risk of pilferage or counterfeiting. Through its pharmacy shops, it ensures secure dispensing and availability of medicines, supported by a reliable IT system	Negative
9	Waste management	R	MedPlus must manage hazardous waste, including expired medicines, and non-hazardous waste responsibly, following circular economy principles like reduction, reuse, and recycling. This helps minimize environmental impact and avoid fines for non-compliance with waste management regulations.	The Company ensures the safe disposal of hazardous materials through third-party specialists in waste disposal. It is also focused on reducing waste across the supply chain by encouraging employees to use reusable packaging, such as plastic crates, instead of cardboard boxes.	Negative
10	Community engagement and partnerships	O	By engaging with stakeholders and addressing needs like affordable prescription drugs, businesses foster strong relationships that reduce operational disruptions, mitigate regulatory risks, and maintain a solid social license to operate	The company is continually striving to improve its service to customers by giving numerous schemes that make medication more affordable without sacrificing quality.	Positive
11	Human Rights	R	Human rights encompass essential rights and freedoms that are universal and should be granted to all individuals. It is imperative that all colleagues and suppliers recognize this commitment and regularly evaluate their policies accordingly. Risk of non-compliance with human rights can lead to consequences, including legal actions, reputational damage, and loss of consumer trust	The Company believes in providing equal opportunities to everybody, regardless of all gender, caste, or physical limitations. The company maintains standards in place to ensure adherence during recruiting.	Negative
12	Energy use and climate impacts in Retail	R	With numerous retail pharmacies, distribution centers, and offices nationwide, MedPlus consumes significant energy, primarily for lighting and refrigeration. Many of these locations operate continuously, increasing energy demand, much of which comes from non-renewable sources, contributing to emissions and climate change	The company produces energy-efficient electrical equipment and has begun to replace all lighting with energy-efficient LED lights. The Company is always monitoring and looking for ways to reduce energy use across its network.	Negative



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Policy and management processes									
1. a	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b	Has the policy been approved by the Board? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c	Web Link of the Policies, if available	https://www.medplusindia.com/corporate.jsp								
2	Whether the entity has translated the policy into procedures. (Yes / No/ NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NA	NA	NA	NA	NA	NA	NA	NA	NA
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	P1: We commit to ethical conduct, full transparency in our operations, and accountability in line with our policies. P2: We are implementing several initiatives and will soon carry out a comprehensive study to define specific targets. P3: We are committed to continuously providing health and safety benefits to our employees and workers. P4: We are rolling out various initiatives and will commission a detailed study to help set clear, measurable goals. P5: We commit to preventing discrimination and upholding our anti-discrimination policies. P6: We are pursuing multiple initiatives and will conduct a thorough study to establish quantifiable objectives. P7: We commit to ensuring our activities comply with the standards in our Code of Conduct. P8: We will direct our CSR resources toward projects that support societal development. P9: We will continue to maintain a customer-centric approach.								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	No	No	No	No	No	No	No	No	No

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Dear Stakeholders,

At MedPlus, our purpose goes beyond just delivering medicines- we strive to operate as a responsible, inclusive, and sustainable organisation. Our Environmental, Social, and Governance (ESG) commitments steer us in creating lasting value for our stakeholders. We recognise the sustainability challenges inherent to our sector, especially concerning energy use, emissions, and waste. Yet, we see these as opportunities to innovate, lead, and spark positive change- not only within our operations but throughout the entire ecosystem.

We have rolled out several initiatives to shrink our environmental impact. These include switching to energy-efficient LED lighting, exploring solar panel installations at warehouses where feasible, and refining air conditioning usage to achieve energy savings. Our waste management approach has also advanced- we now have systems for proper waste segregation and recycling in place. In retail stores, we're replacing plastic bags with compostable bags, while warehouse operations use recyclable plastic bags, reusable plastic crates, and biodegradable covers. We've also restructured our supply chain to be more localised and efficient, helping reduce transportation distances, fuel consumption, and emissions.

Beyond environmental actions, we've fortified our Environmental, Health, and Safety (EHS) protocols to guarantee a safe and supportive work environment. We've begun measuring our emissions and pinpointing key ESG issues through stakeholder engagement. Our dedication to our people and communities remains unwavering, and we continue to prioritise health, safety, and ethical practices across all operations.

Moving forward, we aim to strengthen our omnichannel presence, expand private-label offerings, and automate backend processes- all in line with our sustainability objectives. While we're proud of our achievements, we acknowledge that sustainability is an ongoing journey.

We remain committed to raising standards, embracing innovation, and driving responsible growth. Thank you for your trust and continued support as we work together to build a healthier, more sustainable future.

Best Regards,

Gangadi Madhukar Reddy
Managing Director and Chief Executive Officer
MedPlus Health Services Limited

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Cherukupalli Bhaskar Reddy
Whole-Time Director and Chief Operating Officer

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No/ NA). Yes

If Yes, please provide details

Gangadi Madhukar Reddy
Managing Director and Chief Executive Officer

**10. Details of Review of NGRBCs by the Company**

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
a. Performance against above policies and follow up action	Committee of the Board								
b. Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Committee of the Board								
Subject for Review	Frequency (Annually / Half yearly / Quarterly/ Any other-please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
a. Performance against above policies and follow up action	Annually								
b. Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Quarterly								
11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).	No. The Company has not engaged any external agency for an independent assessment or evaluation of the effectiveness of its Business Responsibility and Sustainability policies during the reporting period. However, the effectiveness and implementation of such policies are periodically reviewed through internal assessment mechanisms, including management reviews, internal audits, compliance monitoring, and oversight by the Board and its Committees.								
	The Company has completed an internal assessment of its Business Responsibility policies and continues to strengthen its governance framework through periodic reviews and updates to ensure alignment with applicable regulatory requirements and evolving sustainability practices								
If yes, provide name of the agency.	Internal audits are conducted regularly, and no external agency is involved as of 2026								

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)					NA				
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)					NA				
The entity does not have the financial or/human and technical resources available for the task (Yes/No)					NA				
It is planned to be done in the next financial year (Yes/No)					NA				
Any other reason (please specify)					NA				

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

(This principle focuses on the importance of ethical conduct and transparency in business operations. Companies should follow ethical business practices and adhere to high standards of integrity. They should also be transparent about their activities, operations, and financial reporting, as well as be accountable for their actions)

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	SEBI, LODR, Labour law reforms, Cyber security	100%
Key Managerial Personnel	3	SEBI, LODR, Labour law reforms, Cyber security	100%
Employees other than BOD and KMPs**	684	- Process Training and Content Updates - Box Mapping – Point of Sale - Hub Web Order process - Store pickup - Hub process & web order dashboard - Hub Order Process - Mart Operation/Web Order - MedPlus Advantage - Pharma Plan - Offline Web Order/Web Order Dashboard - Home Delivery Shipment Update Process - Soft Skills & Internal Job Trainings - Trainer Certification Workshops - Train the Trainer & Training Conference	47.40%
Workers*	NA	NA	NA

**Note: This year 47.40% of employees were trained, and the rest 52.60% were trained last year. This covers all new joiners and refresher courses for existing employees. Hence, 100% of employees were trained.

*MedPlus doesn't have any workers; therefore, they are not applicable for this reporting period

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format

Monetary					
Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹) (For Monetary Cases only)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case		Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA		NA
Punishment	NA	NA	NA		NA



3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable since no appeal/revision was made in this reporting period	

4. Does the entity have anti-corruption or anti-bribery policy? (Yes/ No) Yes

If Yes, provide details in brief

The Board of Directors has approved the Company's Business Responsibility (BR) Policy, which incorporates the AntiCorruption and AntiBribery Policy. This policy explicitly forbids all abusive, corrupt, and anticompetitive practices. You can access a copy of the BR Policy at-

If Yes, Provide a web link to the policy, if available -Web link anti-corruption or anti bribery policy is place

https://www.medplusindia.com/uploads/content/Business_Responsibility_Policy.pdf

5. Number of Directors/ KMPs/ employees/ workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Particular	FY 2025-26	FY 2024-25
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest:

Case Details	FY 2025-26		FY 2024-25	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties /action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

No cases of corruption and conflicts of interest reported; hence, no corrective actions were taken for any issue related to fines/ penalties by any regulatory authority

8. Number of days of accounts payables in the following format:

Particular	FY 2025-26	FY 2024-25
Number of days of accounts payables	27	34

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0%	0%
	b. Number of trading houses where purchases are made from	0%	0%
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0%	0%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0%	0%
	b. Number of dealers / distributors to whom sales are made	0%	0%
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0%	0%

Parameter	Metrics	FY 2025-26	FY 2024-25
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	19.01%	21.84%
	b. Sales (Sales to related parties / Total Sales)	0%	0%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0%	0%
	d. Investments	100%	100%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics/principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
No awareness programmes were conducted for value chain partners for this financial year		

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) Yes

If Yes, provide details of the same.

The Company has established a robust framework to identify, prevent, and manage conflicts of interest involving members of the Board of Directors. The Directors are required to disclose their interests and concerns in entities, contracts, arrangements, and related party transactions at the time of appointment and periodically thereafter, in accordance with the provisions of the Companies Act, 2013 and applicable SEBI Regulations.

The Company has adopted a Code of Conduct for Directors and Senior Management, a Related Party Transactions Policy, and other governance mechanisms that require Directors to abstain from participating in discussions and voting on matters where they have a direct or indirect interest. All related party transactions are reviewed by the Audit Committee and approved by the Board and/or shareholders, wherever applicable.

The Company periodically reviews disclosures received from Directors and maintains appropriate records to ensure transparency, accountability, and compliance with applicable laws and governance standards.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe.

(This principle highlights the importance of sustainable and safe production practices. Companies should strive to minimize the environmental impact of their activities and ensure that their products and services are safe for consumers and the environment.)

Essential Indicator

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments made by the entity, respectively.

Sr. No.	Particular	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
1	R&D	0	0	-
2	Capex	0	0	-

2 a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes

MedPlus produces and warehouses pharmaceutical and fastmoving consumer goods (FMCG) from vendors for distribution via retail and online channels.

b. If yes, what percentage of inputs were sourced sustainably?

We adhere to all applicable laws to ensure product safety and sustainability and continually look for ways to improve product lifecycle outcomes. Although formal sustainable sourcing practices are not yet in place, we actively work to reduce waste during procurement based on available supply from the pharmaceutical and FMCG sectors.

Our procurement emphasizes bulk purchases in original vendor packaging to avoid additional materials. We also maintain an optimized end-to-end supply chain to conserve fuel and other resources.


3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

(a) Plastics (including packaging)	This is not material to MedPlus's operations. All plastic waste is recycled through thirdparty service providers.
(b) E-waste	This is not material to MedPlus's operations. All e-waste is recycled through thirdparty agencies in accordance with ewaste management and handling requirements.
(c) Hazardous waste	The Company takes necessary measures to collect and manage waste, engaging authorized firms for recycling. These authorized firms comply with applicable laws and regulations.
(d) other waste	Other non- hazardous wastes are sent to thirdparty providers for recycling.

4. a Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No) No
b If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

Not Applicable

c If not, provide steps taken to address the same

Not Applicable

Leadership Indicators
1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? (Yes/No) No

If yes, provide details in the following format?

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	If yes, provide the web-link.
The company has not conducted any LCA for any of its services during this reporting period.						

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Sr. No.	Name of Product/Service	Description of the risk/concern	Action Taken
Not Applicable since no LCA has been conducted for any services of the company during this reporting period			

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Sr. No.	Indicate input material	Recycled or re-used input material to total material (In % to Total Material considering the Value)	
		FY 2025-26	FY 2024-25
	At MedPlus, we reuse and recycle the waste generated during the processes through authorized sources		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Sr. No.	Particular	FY 2025-2026			FY 2024-2025		
		Re-Used (In MT)	Recycled (In MT)	Safely Disposed (In MT)	Re-Used (In MT)	Recycled (In MT)	Safely Disposed (In MT)
1	Plastics (including packaging)	The Company takes necessary measures to collect and manage different hazardous and non-hazardous waste by engaging authorized recyclers.					
2	E waste						
3	Hazardous waste	These authorized firms comply with applicable laws and regulations.					
4	Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Sr. No.	Indicate product category	Reclaimed products and their packaging materials (as % of total products sold in respective category)
	No reclaimed products and their packaging materials were incurred by the company in this reporting period	

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains.

(This principle emphasizes the importance of employee well-being. Companies should provide safe and healthy working conditions, fair wages, and opportunities for career development to all employees in their value chains, including suppliers, contractors, and temporary workers.)

Essential Indicators

1 a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	18,893	3,062	16.21%	18,893	100%	0	0%	0	0%	5,252	27.80%
Female	8,793	838	9.53%	8,793	100%	8,793	100%	0	0%	2764	31.43%
Total	27,686	3,900	14.09%	27,686	100%	8,793	100%	0	0%	8,016	28.95%
Other than permanent employees											
Male											
Female						NA					
Total											

Note: The Company does not have other than permanent employees; therefore, they are not applicable for this reporting period.

1. b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male											
Female					NA						
Total											
Other than permanent workers											
Male											
Female					NA						
Total											

Note: The Company does not have any workers; therefore, they are not applicable for this reporting period.

1. c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

Particular	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.09%	0.06%



2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	85.91%*	NA	Yes	89.72%**	NA	Yes
Others – please specify	-	-	-	-	-	-

*23,786 employees are covered under ESI in a total of 27,686 employees.

**22,436 employees are covered under ESI in a total of 25,007 employees

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? Yes

If not, whether any steps are being taken by the entity in this regard.

We ensure that our office is accessible to individuals with disabilities, and we strive to enhance the infrastructure continuously to remove accessibility barriers

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? Yes

If so, provide a web-link to the policy.

We state our commitment to equal opportunity in the Employee Code of Conduct, which forbids all forms of unlawful discrimination and harassment.

This covers, among other things, derogatory remarks related to race or ethnicity and unwelcome sexual advances. Employees can access the Code of Conduct- <https://www.medplusindia.com/corporate.jsp>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	0%	0%	NA	NA
Female	58.89%	86.36%	NA	NA
Total	58.89%	86.36%	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Workers	NA	The company does not have any permanent workers
Other than Permanent Workers	NA	The company does not have other than permanent workers
Permanent Employees	Yes	MedPlus has set up a Grievance Mechanism that is open and accessible to all internal stakeholders. This mechanism is outlined in the Code of Business Conduct, which is hosted on the Company's intranet and can also be accessed publicly through the corporate website: https://www.medplusindia.com/corporate.jsp. In case of any unethical incident, employees are encouraged to report it to their immediate supervisor or reporting manager. For issues related to organisational matters, performance, or appraisals, employees should reach out to the Company's Human Resource Department. If a complaint falls within the scope of the Whistle Blower Policy, employees are advised to escalate it directly to the Audit Committee. The Whistle Blower Policy is also available at: https://www.medplusindia.com/corporate.jsp.

Category	Yes/No	If Yes, then give details of the mechanism in brief
Other than Permanent Employees	NA	The company does not have any other than permanent employees

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C.)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent employees	27,686	0	0%	25,007	0	0%
Male	18,893	0	0%	16,864	0	0%
Female	8,793	0	0%	8,143	0	0%
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

Note: The Company does not have any workers; therefore, they are not applicable for this reporting period.

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (C / D)
Employees										
Male	18,893	6,060	32.08%	4,444	23.52%	16,864	6,927	41.08%	9,669	57.34%
Female	8,793	2,303	26.19%	6,213	70.66%	8,143	3,572	43.87%	4,665	57.29%
Total	27,686	8,363	30.21%	10,657	38.49%	25,007	10,499	41.98%	14,334	57.32%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

9. Details of performance and career development reviews of employees and worker:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)
Employees						
Male	18,893	6,060	32.08%	16,864	16,864	100%
Female	8,793	2,303	26.19%	8,143	8,143	100%
Total	27,686	8,363	30.21%	25,007	25,007	100%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

Note - Disclosure is provided for permanent employees only as workers are not associated with MedPlus. "The employees who have completed at least six months on rolls as on 31 March are eligible for the performance review, the objective being to assess the overall performance/KRA achievements, provide feedback and identify training needs.



10. Health and safety management system

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)

Yes

If Yes, the Coverage such systems?

MedPlus has employee's health related policy which covers the following aspects:

1. Precautions for Health, Safety & Fire hazards
2. Fire safety & evacuation guidelines.
3. Health Insurance & Accident Policy.
4. First Aid and Emergency Procedures.
5. Needle stick Injury Protocol.
6. Universal Basic Precautions & HIV infections.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

MedPlus is committed to upholding robust Environmental, Health, and Safety (EHS) standards across our operations and value chain. Our EHS practices are fully aligned with applicable local regulations and guided by strong ethical corporate principles.

We have made substantial investments to protect the health, safety, and well-being of our employees and all associated personnel; to prevent slips, trips, and falls we use "wet floor" signs as required and mandate clear and clutter-free walkways and evacuation routes, we provide mechanical aids like pallet jacks rolling cars, electric carts to move material and prevent manual handling; all over stores are equipped with security camera to provide a safe work place for all our employees; all the electrical installations at our stores are subjected to periodic inspection for any faulty wiring and eliminate fire hazard.

As we move forward, we remain dedicated to continuously enhancing our EHS frameworks to foster a safe and sustainable working

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks? (Yes/ No) Yes*

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) Yes***

*Employees can report through the shopfloor supervisors, and no workers are associated with the company

**MedPlus provides Medclaim coverage for their employees.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category*	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High-consequence work-related injury or ill health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

*Including in the contract workforce

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

MedPlus strongly prioritizes the health, safety, and wellbeing of its employees. We are committed to providing a safe work environment for all staff, irrespective of role or location. Comprehensive health and safety protocols apply across our stores, warehouses, diagnostic centers, collection centers, and other business units, and these are governed by our documented policies and procedures.

If an employee does not receive full information about these standards during induction, their immediate manager ensures they are properly briefed. We continue to enhance our health and safety performance by implementing proactive and effective measures.

13. Number of Complaints on the following made by employees and workers:

Particulars	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessment for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/ concerns arising from assessments of health & safety practices and working conditions.

Not Applicable since no safety- related incidents or any significant risks were reported this year arising from health & safety conditions

Leadership Indicators
1. Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N)	Yes*
(B) Workers (Y/N)	NA

*Note: The accidental policy for employees also covers life insurance in the event of death of the employee.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

All the measures are in place to ensure the statutory dues are deducted and deposited in a timely manner by the value chain partners

3. Provide the number of employees/workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been/ are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Particular	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No/ NA) No

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0%
Working Conditions	0%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable since no significant risks were reported from health & safety assessments of value chain partners


PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders.

(This principle highlights the importance of stakeholder engagement. Companies should consider the interests and perspectives of all stakeholders, including shareholders, employees, customers, suppliers, and the communities in which they operate. They should also be responsive to stakeholder concerns and feedback.)

Essential Indicators
1. Describe the processes for identifying key stakeholder groups of the entity.

Stakeholders are individuals, groups, or institutions that influence or are affected by our business activities. At MedPlus, we identify and prioritize stakeholders according to their interest, impact, and influence on our operations. Responding to their needs, expectations, and aspirations is vital to our longterm success.

To facilitate this, we have implemented a structured stakeholder engagement strategy that guarantees open, consistent, and meaningful communication with our principal stakeholder groups.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients and Customers	No	Retail Pharmacy interactions social media Print and Electronic Media	Regular	- Valuable insight to foster trust - Focus on healthcare and service needs. - Front-of-store products. - Payment options input on partnerships to healthcare accessibility and product transparency.
Employees	No	Full range of communications channels, both digital and in-person - Human Resources Management System - Performance Reviews and Development Programs - WhatsApp Groups - Website and Public reports POS pop-up - Regular emails - Workplace surveys - Corporate communications - Meetings - Bulletin Board / Notice Board Communication	Regular	- Improving health and well-being of employees - Training and upskilling - Modification of benefit offerings - Financial and mental health support - Express insights to management - Compensation practices
Suppliers	No	- Training/events - Business Review and communication materials	Regular Assessment, policies and communication	- Responsible sourcing - Plastics and waste management - Operating as a responsible consumer - Respect and maintain human rights - Prioritize operational sustainability - Ensure Product safety

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Channel Partners	No	Site/ Market Visits Meetings	Periodic	- To improve availability of medications across regions - To establish robust collaboration to ensure continuous provision of essential medication - To raise awareness of initiatives - To collaborate with creditworthy partners. - To respond to inquiries or feedback from channel partner
Government and Associations/ Regulators	No	Engagement with Industry Associations / subcommittees Meetings	Need based	- To actively participate an advocate on diverse regulatory and policy matters - To enhance the healthcare ecosystem through policy interventions - Access to affordable and quality healthcare
Shareholder & Investors	No	- Frequent dialogue - Shareholders Meeting - Quarterly Earnings Calls - Websites - Email - Stock Exchange and other communication - Annual Report	Annual /Event-based and quarterly	- Understanding shareholders' expectations, soliciting inputs and communicating their perspective to the management - Conveying the Company's financial results, and comprehensive strategic direction.
Communities	No	- Website - CSR Initiative	Periodic	- Evaluating social issues and development needs faced by the local communities. - Community welfare

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company maintains a structured stakeholder engagement framework to ensure effective consultation on economic, environmental, and social matters. We duly conduct the materiality assessment for MedPlus.

We actively solicit ESG input through forums such as the Annual General Meeting and other engagement channels, and consolidate feedback from internal and external stakeholders into periodic materiality assessments.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). Yes

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

MedPlus Health Services conducted a comprehensive materiality assessment involving all stakeholder groups—including customers, employees, investors, suppliers, regulators, and communities—to identify environment, social, and governance



(ESG) topics that are most significant to both the company and its stakeholders. This structured assessment process enabled MedPlus to prioritize material ESG issues such as climate action and energy efficiency, waste and water management, data privacy and patient confidentiality, employee health and safety, access to affordable healthcare, and ethical governance practices.

MedPlus will continue to monitor progress against defined ESG targets and report transparently through our Business Responsibility and Sustainability Report, ensuring accountability and continuous improvement in our sustainability journey.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

MedPlus is committed to responsible business practices and addresses concerns related to safe handling and storage practices. Through our Corporate Social Responsibility (CSR) initiatives, we actively engage with various vulnerable and marginalized groups to better understand their needs and deliver meaningful, community-focused support programs.

PRINCIPLE 5 Businesses should respect and promote human rights.

(This principle focuses on the importance of human rights. Companies should respect and promote human rights, including the rights to freedom of expression, association, and privacy. They should also prevent and address human rights violations in their operations and value chains.)

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format

Benefits	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	27,686	27,686	100%	25,007	25,007	100%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	27,686	27,686	100%	25,007	25,007	100%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

2. Details of minimum wages paid to employees and workers

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	18,893	0	0%	18,893	100%	16,864	0	0%	16,864	100%
Female	8,793	0	0%	8,793	100%	8,143	0	0%	8,143	100%
Total	27,686	0	0%	27,686	100%	25,007	0	0%	25,007	100%
Other than Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: The Company does not have any other than permanent employees and workers; therefore, they are not applicable for this reporting period.

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

Particular	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BOD)*	5	10,50,000	1	10,00,000
Key Managerial Personnel	4	73,02,562	0	NA
Employees other than BOD and KMP	18,889	2,08,536	8,793	2,03,568
Workers	NA	NA	NA	NA

Note: *Board of Directors (BoD) and KMP includes Directors and KMP of MedPlus only. *Includes 1 Executive Director (ED) and 5 Non-Executive Director (NED)/Sitting fees paid to NED has been annualized for the purpose of median remuneration #KMP includes 1 ED included in BOD ** Employees other than BoD and KMP includes MedPlus and Optival Note: All Median salaries mentioned above are on annual basis

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	28.25%	29.50%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

MedPlus's Code of Conduct explicitly recognises human rights and reflects our commitment to a workplace that values health, wellbeing, and inclusivity. We are committed to maintaining an environment free from discrimination, gender bias, and sexual harassment. We aim to sustain a safe and respectful workplace where civility, dignity, and equal treatment are afforded to everyone- regardless of gender, race, caste, creed, religion, origin, sexual orientation, disability, economic status, or position within the organisation.

To reinforce this commitment, we have a Whistleblower Policy and a Prevention and Resolution of Sexual Harassment at the Workplace Policy that enable stakeholders to report misconduct or violations involving either the complainant or the alleged respondent. An Internal Complaints Committee (ICC) has been established to ensure harassmentrelated grievances are investigated and resolved impartially and promptly. Appropriate corrective measures are implemented based on the outcome of each case.

**6. Number of Complaints on the following made by employees and workers:**

Particulars	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour / Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

MedPlus has established an Internal Complaints Committee (ICC) to address and resolve workplace sexual harassment concerns. The committee includes a mix of internal and external members with appropriate expertise and experience. Transparent procedures are followed to manage cases in line with legal requirements and internal policies.

Our Code of Conduct underpins a workplace culture that is productive, positive, inclusive, and free from harassment or discrimination. MedPlus maintains a zero tolerance stance toward any form of bias or prejudice, and all reported incidents are investigated thoroughly and impartially to ensure fair resolution and accountability.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No/NA) Yes**10. Assessments for the year:**

Name of the Assessment	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	100%

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above.

The Company remains firmly committed to preventing child labour, forced labour, involuntary labour, and related human rights concerns by implementing stringent controls and compliance measures to ensure ethical labour practices across its operations.

Leadership Indicators**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

The company has not received any grievances or complaints related to human rights during this reporting period.

2. Details of the scope and coverage of any Human rights due diligence conducted

No Human Rights due diligence was conducted during this financial year.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016? (Yes/No) Yes

4. Details on assessment of value chain partners:

Name of the Assessment	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	0%
Discrimination at workplace	0%
Child Labour	0%
Forced Labour/Involuntary Labour	0%
Wages	0%
Others – please specify	0%

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

Not Applicable since no significant risks or concerns were identified during assessments for this reporting period.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.

(This principle emphasizes the importance of environmental stewardship. Companies should minimize their impact on the environment, conserve natural resources, and promote environmental sustainability. They should also take steps to restore and rehabilitate degraded ecosystems.)

Essential Indicators

1. Details of total energy consumption (in Giga Joules) and energy intensity, in the following format:

Parameter	FY 2025-26 (in Giga Joules)	FY 2024-25 (in Giga Joules)
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C.)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	1,90,127.01	1,83,889.56
Total fuel consumption (E)	7,767.35	5,042.72
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,97,694.36	1,88,932.28
Total energy consumed (A+B+C+D+E+F)	1,97,694.36	1,88,932.28
Energy intensity per rupee of turnover [Total energy consumed (in GJ) / Revenue from operations (in rupees in millions)]	2.59	2.80
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total energy consumed (in GJ)/ Revenue from operations in rupees in millions adjusted for PPP]	52.81	57.99
Energy intensity in terms of physical output [Total energy consumed (in GJ) / <mention the physical output details>]*	NA	NA
Energy intensity (optional) – [Total energy consumed (in GJ) / Total Area (in sqft)]	1.47	1.55
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?		No
If yes, name of the external agency.	NA	

*Note: MedPlus doesn't produce any physical products; therefore, intensity in terms of physical output is not applicable.

The revenue from operations has been adjusted for Purchasing Power Parity (PPP) using the latest PPP conversion factor published by the International Monetary Fund (IMF) for India for the year 2025-2026, which is 20.34.



2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Yes/No) No

If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	5,385.49	5,710.16
(iv) Seawater / desalinated water	0	0
(v) Others – <Rainwater>	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	5,385.49	5,710.16
Total volume of water consumption (in kilolitres)	5,385.49	5,710.16
Water intensity per rupee of turnover [Total water consumption (in KL) / Revenue from operations (in rupees in millions)]	0.07	0.085
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total water consumption (in KL) / Revenue from operations in rupees in millions, adjusted for PPP]	1.44	1.75
Water intensity in terms of physical output [Total water consumption (in KL) / <mention the physical output details>]	NA	NA
Water intensity (optional) – [Total water consumption (in KL) / Total Area (in sqft)]	0.04	0.047
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No)		No
If yes, name of the external agency.	NA	

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third parties		
No treatment	5,385.49	5,710.16
With treatment – please specify level of treatment	5,385.49	5,710.16
(v) Others		
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	5,385.49	5,710.16
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		No
If yes, name of the external agency.	NA	

5. Has the entity implemented a mechanism for Zero Liquid Discharge? No

If yes, provide details of its coverage and implementation.

Not Applicable

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx	-	0	0
SOx	-	0	0
Particulate matter (PM)	-	0	0
Persistent organic pollutants (POP)	-	0	0
Volatile organic compounds (VOC)	-	0	0
Hazardous air pollutants (HAP)	-	0	0
Others – please specify	-	0	0
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			No
If yes, name of the external agency.		NA	

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,340.30	1,531.67
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	37,497.27	37,135.47
Total Scope 1 and Scope 2 emissions per rupee of turnover [Total Scope 1 and Scope 2 GHG emissions (in MTCO ₂ e) / Revenue from operations (in rupees in millions)]	MTCO ₂ e/ Revenue from operations (in rupees in millions)	0.51	0.57
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total Scope 1 and Scope 2 GHG emissions (in MTCO ₂ e) / Revenue from operations in rupees in millions adjusted for PPP]	MTCO ₂ e/ Revenue from operations (in rupees in millions for PPP)	10.37	11.87
Total Scope 1 and Scope 2 emission intensity in terms of physical output [Total Scope 1 and Scope 2 GHG emissions (in MTCO ₂ e) / <mention the physical output details>]		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) [Total Scope 1 and Scope 2 emission (in MTCO ₂ e)/ Total Area (in sqft)]	MTCO ₂ e/Total Area (in sqft)	0.29	0.32
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			No
If yes, name of the external agency.		NA	

Note: Source of emission factors used - EPA's GHG Emission Factors Hub, CEA's CDM - CO₂ Baseline Database User Guide Version 21 has been used for the purpose of GHG Emissions calculations.

8. Does the entity have any project related to reducing Greenhouse Gas emission? (Yes/ No) Yes

If Yes, then provide details.

MedPlus is committed to enhancing energy efficiency, cutting waste, and lowering fuel consumption across our retail network. Our carbon footprint reduction initiatives include:

- Replacing conventional lighting with energyefficient LED fixtures.
- Managing airconditioning systems to ensure they are switched off in unoccupied areas.
- Phasing out singleuse plastic bags by promoting reusable cloth bags in our stores and using recyclable plastic bags and biodegradable covers in warehouses.
- Sourcing products from authorised local FMCG and pharmaceutical suppliers.
- Streamlining the supply chain from central warehouses to retail outlets to reduce fuel use and resource wastage.

**9. Provide details related to waste management by the entity, in the following format:**

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	117.82	60.81
E-waste (B)	20.87	48.60
Bio-medical waste (C)	540.43	496.48
Construction and demolition waste (D)	0	0
Battery waste (E)	27.48	8.73
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H).	1,244.88	827.85
Paper other waste scrap	1,015.49	562.58
Other Waste	229.39	265.27
Total (A+B + C + D + E + F + G + H)	1,951.48	1442.47
Waste intensity per rupee of turnover [Total waste generated (in MT) / Revenue from operations (in rupees in millions)]	0.03	0.02
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) Total waste generated (in MT) / Revenue from operations in rupees in millions adjusted for PPP.	0.52	0.44
Waste intensity in terms of physical output Total waste generated (in MT) / <mention the physical output details>	NA	NA
Waste intensity (optional) —[Total waste generated (in MT) /Total Area (in sqft)]	0.01	0.01

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2025-26	FY 2024-25
(i) Recycled	1,411.05	945.99
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	1,411.05	945.99

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY 2025-26	FY 2024-25
(i) Incineration	540.43	496.48
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	540.43	496.48

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

NA

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

MedPlus adheres to established procedures for waste collection, management, and recycling, engaging authorized agencies that regularly collect and dispose of waste in compliance with regulatory requirements.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details in the following format:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
MedPlus does not have offices or operations in ecologically sensitive areas.				

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
No EIA was conducted in the current financial year.					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N/NA). Yes

If not, provide details of all such non-compliances, in the following format:

Specify the law/regulation/ guidelines which were not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any.
Not Applicable as Company is compliant with the applicable environmental law/ regulations/ guidelines in India			

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the Area	NA
(ii) Nature of Operations	NA

- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA



Parameter	FY 2025-26	FY 2024-25
(iii) To Seawater		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(iv) Sent to third parties		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(v) Others		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		NA
If yes, name of the external agency.	NA	

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	-	0	0
Total Scope 3 emissions per rupee of turnover [Total Scope 3 emissions (in MTCO ₂ e) / Revenue from operations (in rupees)]	-	0	0
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	0	0
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			NA
If yes, name of the external agency.	NA		

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable as MedPlus does not have offices or operations in ecologically sensitive areas

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative	Corrective action taken, if any
MedPlus is committed to enhancing energy efficiency, cutting waste, and lowering fuel consumption across our supply chain.			
We ensure initiatives are undertaken to improve resource efficiency, such as replacing conventional lighting with energyefficient LED fixtures and managing airconditioning systems to ensure they are switched off in unoccupied areas.			

5. Does the entity have a business continuity and disaster management plan? (Yes/No) Yes

Give details in 100 words/ web link.

MedPlus has a documented Business Continuity Plan (BCP) and Disaster Recovery (DR) Strategy to ensure resilience and continuity of critical operations. The plan covers retail pharmacy and diagnostic operations, including business impact assessments, backup and restoration processes, incident response, communication protocols, employee awareness, and regular testing.

Critical databases, source code, and applications are backed up to support recovery within defined recovery time objectives. The Company maintains a disaster recovery environment for restoration and training purposes and conducts periodic reviews, testing, and post-incident analyses to strengthen preparedness, minimize operational disruptions, and ensure continuity of essential services.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Not Applicable

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. 0

8. How many Green Credits have been generated or procured:

a. By the listed entity 0

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners 0

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

(This principle highlights the importance of responsible advocacy. Companies should engage in policy advocacy in a responsible and transparent manner and avoid engaging in activities that could undermine the public interest or the democratic process.)

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations. 1
- b. List of the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/ International)
1.	Retailers Association of India	National

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
No cases were filed by any stakeholder against the Company regarding unfair trade practices or anticompetitive behavior during the financial year		

Leadership Indicators

1. Details of public policy positions advocated by the entity:

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half Yearly/ Quarterly/ Others- Please specify)	Web Link, if available
Not Applicable					

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

(This principle emphasizes the importance of promoting inclusive and equitable economic development. Companies should create economic opportunities for all, including disadvantaged and marginalized groups. They should also contribute to the development of local communities and support social and economic empowerment.)

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
The Company has not undertaken a Social Impact Assessment for the current year					



2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
The company doesn't require any measures for rehabilitation and resettlement as no manufacturing complexes are there						

3. Describe the mechanisms to receive and redress grievances of the community.

We are committed to fostering a strong, positive relationship with our community by addressing concerns promptly and effectively. A transparent and responsive grievance redressal mechanism is integral to our operations, ensuring community issues are acknowledged, understood, and resolved within an appropriate timeframe.

We provide several accessible channels for stakeholders to contact us:

- Toll-free number: Prominently displayed on our website and all promotional materials, this line is operated by a trained customer care team that manages inquiries, complaints, and concerns. They ensure timely follow-up and take necessary actions to resolve issues.
- Call centre/customer care: Our 24/7 call centre offers immediate assistance and support to all callers.
- Central email ID: Community members can lodge grievances via a dedicated email address, monitored regularly. We acknowledge emails within a set timeframe, classify them by issue type, and forward them to the relevant department for resolution.
- Website feedback form: Our website includes an easy-to-use feedback form where users can submit suggestions, concerns, or complaints. Submissions are reviewed and addressed appropriately.
- Social media channels: We actively monitor our social media platforms for messages or comments related to grievances. Our team responds promptly and escalates concerns to the appropriate departments for redressal.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Particular	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	8.93%	3.17%
Directly from within India	100%	96.83%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Particular	FY 2025-26	FY 2024-25
Rural	0.17%	0.17%
Semi-urban	5.12%	6.40%
Urban	16.81%	20.52%
Metropolitan	77.90%	72.92%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban/metropolitan)

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr. No.	State	Aspirational District	Amount spent (In ₹)
Currently, MedPlus has not undertaken any CSR Projects in aspirational districts identified by government bodies.			

3. a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No/NA) No

b) From which marginalized /vulnerable groups do you procure?

Not Applicable

c) What percentage of total procurement (by value) does it constitute? NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
No intellectual property based on traditional knowledge was owned or acquired during the current financial year, and consequently, no benefits were shared.				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
No Corrective actions required		

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Project Annapoorna & Gurukul Proposal 2025	1000	100%
2.	Sir C.V Raman's Akshaya Science Centre	250	100%
3.	Artificial limbs distribution	714	100%
4.	Skill Development training building	1000	100%
5.	Solar Panels for farmers in Adilabad district	100	100%
6.	School construction (Additional classroom for class VII & VIII)	600	100%
7.	Engineering students Fee	100	100%
8.	Cultural event Karnataka Jana Pada	1000	100%
9.	Ambulance	1000	100%
10.	Project Scientific Beekeeping & training programs to farmers	1000	100%
11.	Eye surgeries in AP & TG	250	100%
12.	Student Mobility Support Programme	97	100%
13.	Student Education Support Project	80	100%
14.	Food supply to poor people	500	100%
15.	Food supply to poor people	8920	100%

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner.

(This principle highlights the importance of responsible consumer engagement. Companies should provide safe, high-quality products and services, and ensure that they are marketed and sold ethically and responsibly. They should also be transparent about their products and services and provide consumers with the information they need to make informed choices.)

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

MedPlus operates an effective system to record and resolve customer complaints promptly. Our Complaint Management System (CMS) functions as a central dashboard that routes complaints to the Customer Service Department (CSD). Depending on the issue, the CSD forwards complaints to the appropriate departments for resolution. We adhere to defined turnaround times (TATs) for different complaint categories to maintain consistency and accountability across teams.



For example, the Mart Operations Team handles issues related to online exchanges and delivery. Customers can submit grievances via phone or email. Once a complaint ticket is created on our Customer Relationship Management (CRM) platform, it is visible to both the customer and the assigned internal teams.

Our customer care team actively collects feedback to drive continuous improvement and uphold our commitment to high quality service.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about

Particular	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

3. Number of consumer complaints in respect of the following:

Particular	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remark	Received during the year	Pending resolution at end of year	Remark
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	22,983	0	-	18,306	0	-

4. Details of instances of product recalls on account of safety issues:

Particular	Number	Reason for recall
Voluntary recalls	0	-
Forced recalls	0	-

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) Yes

If available, provide a web link of the policy

MedPlus acknowledges the risk of information loss and IT system failures-especially those arising from cyber-attacks- that could affect the operations of our stores, centres, warehouses, and distribution networks.

To reduce these risks, we routinely review and reinforce our internal IT security controls to minimise unexpected system disruptions. In addition, we protect our infrastructure with comprehensive backup procedures and strong firewall defences. You can access our Data Privacy Policy at- <https://www.medplusindia.com/privacy-policy.jsp>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

During the reporting period, no complaints or concerns were raised regarding advertising practices, delivery of essential services, customer data privacy, or cybersecurity issues. Additionally, no product recalls were recorded in the reporting year.

The Company was also not subject to any fines, penalties, or regulatory actions concerning the safety or compliance of its products and services.

7. Provide the following information relating to data breaches

a. Number of instances of data breaches along-with impact	0
b. Percentage of data breaches involving personally identifiable information of customers	0%
c. Impact, if any, of the data breaches	
NA	

Leadership Indicator

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Yes, the company has a well-structured platform where information on products and services can be accessed. The website is: <https://www.medplusmart.com>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services

All the products sold by MedPlus carry relevant information on them, including their manufacturing date, usage time, and adverse reactions.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

All the information is available to the consumers through stock exchange and notices at trading places.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/NA) No

a. If yes, provide details in brief.

Not Applicable

b. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No) Yes